SPECIAL FUNCTION - GRADE 6

Generic Position Overview

Family: Administration

Branch: Special Function

Cluster: ADMSF6

Note: Employees of Queen's University work in a challenging and diverse environment. Queen's is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

Generic Position Summary: The incumbent performs administrative duties in support of the department or unit, including the coordination of predefined administrative processes and functions, advanced secretarial and support duties, financial tasks, interpretation and feedback, supervision, and any other special function required by the department. Duties may vary widely depending upon department and current needs or projects undertaken by the unit.

Primary Duties And Responsibilities: Coordinate and oversee administrative processes such as admissions procedures, registration, benefits and insurance claims, donations, exams, student awards, and publication preparation. This generally involves collection, assessment, organization and processing of information, usually entailing data entry and analysis, along with the production of information reports. Communication with interested parties. Organization and maintenance of files and verification of accuracy. May also administer special programs or services. Maintain the program, manage resources and facilities, and provide customer assistance.

Perform financial duties such as monitoring expenditures, verifying and processing claims, reinvestment, keeping books, preparing audit reports, and completing general financial transactions. Prepare budget proposals for smaller departments or units.

Perform general administrative duties, including word processing, report preparation, filing, correspondence/email, scheduling, screening, reception, mailings. Often these duties are performed in a supervisory or leadership capacity or as a special function in support of a senior supervisor. Delegate and coordinate workflow and perform human resources duties. May oversee physical space planning, maintenance, and upkeep.
Provide advice, information, feedback, and support to students, staff, and outside parties regarding some aspect of incumbent's specialty when required. Interpret policy and regulations, and suggest improvement or clarifications as deemed necessary. Maintain two-way lines of communication between incumbent, supervisors, support staff, and outside departments and institutions.

Train and supervise junior or casual staff. Coordinate administrative work for others in the department.

May serve as departmental computing representative as designated.

Undertake other duties or special projects as required in support of the unit or department.

**Required Background:** Most positions require a two-year post-secondary program in business administration combined with several years of related experience. Some positions may require specialized training such as financial administration or project management. Previous experience in an office environment is required. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that may be required in the performance of job duties include:

- Communication and interpersonal skills are crucial to perform the many duties which require exchanges of information and ideas and the communication of data with many different individuals.

- Computer and office skills, including advanced database management, spreadsheet analysis, and word processing skills. Ability to adapt to emerging technology.

- Knowledge of bookkeeping and accounting practices. Ability to perform more advanced financial duties may be required in some positions.

- Analytical, interpretive, and problem-solving skills. Ability to maintain composure in a stressful situations.

- Ability to lead, support and motivate.

- Writing skills, and ability to condense and clarify information.

- Knowledge of university procedures, policies, and regulations.

- Organizational skills and ability to make efficient and effective use of time.

- Leadership and supervisory skills.

**Decision Making:** Examples of the types of decisions regularly made on the job:
Decide when new information calls for further action, such as distribution or verification.

Set priorities and decide which project requires the most attention.

Determine appropriate method to use in the evaluation of data and/or compilation of reports.

Determine when to redirect or delegate enquiries or requests to other staff.

Resolve problems within guidelines referring only unusual situations to other staff.

Determine account codes and budget allocations.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate work to others, hire/fire, discipline, and conduct performance appraisals.

*Last update: December, 1999*